

BeFibre Ltd – Black Friday Amazon.co.uk Gift

Card Promotion Terms and Conditions

The offer set out below (the **Offer**) is organised and promoted by BeFibre, Aperture, Pynes Hill, Exeter, Devon, EX2 5AZ.

The Offer:

Any new Customers who complete an order on a 900Mbps or 2300Mbps package on a 12 and 18-month contract from BeFibre (via its website) during the offer period and satisfy the other eligibility conditions set out in, and otherwise comply with, these Terms and Conditions, will receive a £50 Amazon.co.uk Gift Card.

Definitions:

- **Be-Guarantee:** The Customer's right to terminate their service agreement if experiencing a technical issue we cannot fix, and the customer has given BeFibre a reasonable chance to resolve this within 30 days after the installation without incurring any termination fees, provided that BeFibre is notified within 10 days after the end of this period. Details of the BeGuarantee can be found at [BeFibre's terms and conditions](#).
- **12 and 18-month Broadband Product** means the Be900 and Be2300 products provided by BeFibre at either 12 months or 18 months contract length;
- **Commitment Date**, in respect of a Customer, means the first date on which each of the following shall have occurred:-
 - (a) the Customer shall have Completed their Order;
 - (b) the Customer's Broadband Product shall have been installed in accordance with their Service Agreement;
 - (c) the Customer shall have paid to BeFibre (in full via direct debit) the fee for their first month's use of the Broadband Product under the Order (such payment generally to be made within eleven days after the installation of such Broadband Product, unless otherwise specified by BeFibre); and
 - (d) the period during which the Customer may exercise their right to cancel their Service Agreement under the Be-Guarantee (being ten days following the thirty-day cancellation period under the Be-Guarantee) shall have expired without the Customer having exercised that right;
- **Completion**, in respect of an Order, means the first date on which the Customer shall have agreed to purchase the relevant Broadband Product and to enter into a Service Agreement for it, submitted their payment details to BeFibre, and received a confirmation of the Order and of the date of the installation of their Broadband Product (in each case, via BeFibre's website at www.be-fibre.co.uk); and **Complete, Completed** and any other derivatives of **Completion** will be construed accordingly;
- **Customer** means the person who enters into a Service Agreement with BeFibre and who opens an account with BeFibre pursuant to that Service Agreement;
- **Gift Card** means a £50 Amazon.co.uk Gift Card made available by BeFibre under the Offer;
- **Offer** shall be as defined above;
- **Offer Period** means the period during which the Offer is available as set out below;
- **Order** means an Order for the provision of one or more Broadband Products to the Customer pursuant to a Service Agreement for not less than 12 months; and
- **Service Agreement** means a contract between a Customer and BeFibre (in such form as BeFibre may stipulate from time to time) for the provision of a Broadband Product for a period of not less than 12 months. **How to claim your Amazon.co.uk Gift Card:**

1. The Offer Period commences at 08.00 am on Monday 30th December 2024 and closes at 12:00pm on , Sunday 2nd February 2025. To qualify for the Offer, all Orders must be completed by no later than that closing time; any Orders Completed after that closing time will not be valid or accepted.
2. To be eligible, you will need to Complete an Order. You will be automatically registered for the Offer when you complete your Order unless you contact BeFibre at support@be- fibre.co.uk to advise us that you are not eligible for the Offer.
3. As soon as reasonably practicable following your Commitment Date, you will be contacted via e-mail (**Confirmatory E-mail**) by or on behalf of BeFibre and provided with instructions on how to claim your Gift Card.
4. You must claim your Gift Card within 30 days of receiving the Confirmatory E-mail.
5. BeFibre will use its reasonable endeavours to provide you with your Gift Card within 48 hours of your claim (subject to provided in these Terms and Conditions).
6. By Completing your Order via www.be-fibre.co.uk, you are deemed to agree to:-
 - (a) accept the Offer and confirm that you will be eligible to do so and to receive a Gift Card unless you contact BeFibre at support@be-fibre.co.uk to advise otherwise; and (b) be bound by these Terms and Conditions.

Eligibility:

7. This Offer is only open to UK residents aged 18 years or more (except employees or agents of BeFibre (or its holding companies and their subsidiaries) and their families, or any third party directly associated with the administration of this Offer).
8. To qualify for an Offer, you must:-
 - (a) Complete your Order via BeFibre's website at www.be-fibre.co.uk;
 - (b) Complete your Order within the Offer Period;
 - (c) As part of your Order, agree to enter into a Service Agreement with BeFibre for the provision of a Broadband Product for a period of not less than 12 months;
 - (d) Pay BeFibre (in full via direct debit) the fee for your first month's use of the Broadband Product under the Order (such payment generally to be made within eleven days after the installation of such Broadband Product, unless otherwise specified by BeFibre); and
 - (e) Do not exercise your right to cancel your Service Agreement under the Be-Guarantee of Happiness at any time within the thirty-day cancellation period under the Be-Guarantee or ten days following the expiry of such cancellation period.
9. Only one entry per household is permitted.
10. If you Complete your Order after the closing time referred to above, you will not be eligible for the Offer.
11. Orders which are not Completed will not be eligible for the Offer.
12. You will not be eligible for the Offer unless and until your Commitment Date occurs.

13. BeFibre reserves the right to require you to provide proof that you are eligible for the Offer, or to withhold or withdraw the Offer from anyone when BeFibre has reason to believe that there has been a breach of these Terms and Conditions.

Gift Card:

14. The Gift Card is non-exchangeable, non-transferable and non-negotiable. No cash alternative is available.
15. BeFibre reserves the right to replace the Gift Card with an alternative card, voucher or token of equal or higher value if circumstances beyond BeFibre's control make it necessary to do so.
16. The decision of BeFibre regarding any aspect of the Offer is final and binding and no correspondence will be entered into about it with any person.

Limitation of Liability:

17. Insofar as permitted by law, BeFibre, its agents or distributors will not in any circumstances be responsible or liable to compensate Customers or any other person or accept any liability, for any loss, damage, personal injury or death occurring as a result of the issue or receipt of a Gift Card, except where it is caused directly by the negligence of BeFibre, its agents or distributors or that of their respective employees. Your statutory rights are not affected.
18. Neither BeFibre nor its agents or distributors will be responsible in any manner for:
 - (a) Gift Cards that are lost, mislaid, damaged or delayed in transit for any reason whatsoever;
 - (b) Orders not successfully Completed, the non-occurrence of a Commitment Date, or any failure to issue or receive an Order, Confirmatory E-mail or Gift Card, due to a technical fault, malfunction or interruption, computer hardware, software or other equipment failure, or systems, satellite, network or server failure or fault of any kind, or for any other reason;
 - (c) incomplete or inaccurate contact details being provided when Completing an Order which prevents BeFibre from contacting you; or
 - (d) any failure or omission on your part to accept delivery of, or collect, a Gift Card.

Data Protection and Publicity:

19. BeFibre is committed to protecting and respecting your privacy. Any personal data provided as part of, or pursuant to, the Offer will only be used and processed in accordance with these Terms and Conditions and BeFibre's Privacy Policy which is available on its website at <https://www.be-fibre.co.uk/legal/privacy-policy/> **General:**
20. BeFibre reserves the right to hold void, cancel, suspend or amend the terms of the Offer where BeFibre, at its discretion, considers it necessary to do so for any reason.
21. These Terms and Conditions are set out on BeFibre's website at <https://www.befibre.co.uk/legal/customer-terms-conditions/>. BeFibre reserves the right to update these Terms and Conditions from time to time and any updated version of these Terms and Conditions will be effective as soon as it is published on that website.

22. The Offer and these Terms and Conditions are governed by English law. If any Customer or other person wishes to take court proceedings in respect of any aspect of the Offer, then they must do so in the English courts.
23. If you have any questions regarding the Offer or these Terms and Conditions, please contact support@be-fibre.co.uk.

Be Fibre Ltd:

- Registered Office: Aperture, Pynes Hill, Exeter, Devon, EX2 5AZ. Registered Company Number: 13406629 (BeFibre).
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